

## **IN Bureau Of Motor Vehicles: 360 Degree Feedback**

**Request for Quotation: BMV0002**

**Release: April 7, 2010**

**Questions Due: April 13, 2010, 3:00 pm**

**~~Responses Due: April 19, 2010, 3:00 pm~~**

**The response deadline has been extended**

**RESPONSES DUE: APRIL 21, 2010, 3:00 pm**

**Question #1** Approximately how many State users will be responsible for administering the 360 program?

**Response #1** One to three

**Question #2** Will the State be responsible for providing the 360 subject with their individual report? If so, how and by whom will this information be provided?

**Response #2** Yes; the direct supervisor/manager will hold the “debrief” meeting with the 360 subject.

**Question #3** Does the State have specific competencies they are looking to be assessed in the 360? Also, can the State share the types of positions that will have a 360 completed (ex. managers, customer service staff, etc.)?

**Response #3** Specific competencies include: Leadership, Communication, Teamwork/Collaboration, Customer Service, Managing Performance, Results Orientation, Decisiveness. 360 subjects will include executive and director level; regional managers and branch managers

**Question #4** How are the raters for each individual determined? Are they assigned by an administrator, chosen by the individual, or chosen by the individual and then approved by an administrator?

**Response #4** Chosen by the individual and then approved by an administrator

**Question #5** Are there any desired business rules around assignment such as:

- Minimum participants in an individual's 360?
- Maximum participants in an individual's 360?
- The subject must complete in order for a 360 to score?

**Response #5** The State's general guideline is that each 360 subject would have a minimum of three participants.

**Question #6** Does the State require automatic reminders for users if they have not completed their session?

**Response#6** The system should allow the administrator the ability to send reminders to users who have not completed their sessions.

**Question #7** Is there a testing window or period where non-completed results are auto scored?

**Response#7** No.

**Question #8** What roles will be required for rating (e.g., boss, peer, direct report, client)?

**Response #8** Manager, direct report, peer, self

**Question #9** Does the instrument need to allow for open ended comments? If so, do these comments need to be provided in aggregate reporting?

**Response#9** Yes, the instrument needs to allow for open ended comments. Yes, these comments need to be provided in aggregate reporting.

**Question #10** Will the State require training on the general use of 360 instruments?

**Response#10** The need for training would depend on vendor's instruments.

**Question #11 RE: Section 2.2 Services:** Is the State open to sending the Vendor a .CSV or .XLS file of the 1500 users (name, email address, and role) so that we could automatically upload and assign the 360 sessions (thus saving the State administrator some time)?

**Response #11** Yes.

**Question #12 RE: Section 2.3 Scope of Work – B:** Can the State share what types of different permissions it would want to assign to its users?

**Response#12** Permissions would include, but are not limited to: the ability to select peer raters, the ability to review a completed report (upon notification from administrator), etc.

**Question #13 RE: Section 2.3 Scope of Work – C:** Can the State provide an example or some information about what they expect to see in both the individual and group reports?

**Response #13** System must provide individual 360 Degree Feedback reports as well as group reports based on State needs. The State would expect to be able to see a compilation of all ratings, and all comments for individuals; the same would apply to groups of individuals based on specified search criteria.

**Question #14 RE: Section 2.3 Scope of Work – F:** This topic references “provide daily backups”. Is the State asking for a daily data feed or export of the 360 data?

**Response #14** Vendor should ensure that any information added into the system is recoverable regardless of date of entry.

**Question #15 RE: Section 2.5 Schedule of Services:** Is there a desired start date for the 360 program to be implemented?

**Response #15** August 2010